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AMENDMENTS TO CLAIMS

The following listing of claims replaces all previous versions and listings of claims in the Application:

1. (Currently Amended) A method for proactively maintaining a telephone system local loop, the method comprising:

defining a security level of a user for accessing proactive maintenance;

communicating with a communications network and acquiring status information associated with a Digital Loop Carrier, the status information including engineering information relating to government regulations, and at least one of customer information, maintenance information, service information, and real-time process information;

predicting the proactive maintenance based upon the status information;

generating work order information describing the predicted proactive maintenance;

dispatching a common database of the work order information to a the user; and

updating the work order information in response to new status information inputted by the user.

2. (Original) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising predicting proactive maintenance of the local loop based upon the status information.

3. (Original) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising weighting the status information.

4. (Original) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising combining the status information with information from a Dynamic Network Analyzer.

5. (Original) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising combining the status information with information from a Loop Facilities and Control System.

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6-7. (Canceled)

8. (Previously presented) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising interfacing with a technician dispatch system to dispatch the common database of the work order information describing the predicted proactive maintenance, and wherein the user inputs the new status information in the technician dispatch system.

9. (Canceled)

10. (Previously presented) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising interfacing with a TELCORDIA Tech Access System to dispatch the common database of the work order information describing the predicted proactive maintenance.

11. (Previously presented) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising interfacing with a Loop Maintenance Operating System to dispatch the common database of the work order information describing the predicted proactive maintenance.

12. (Previously presented) A method for proactively maintaining a telephone system local loop according to claim 1, further comprising acquiring the work order information from a Loop Maintenance Operating System.

13. (Currently Amended) A method for proactively maintaining a telephone system local loop, the method comprising:

defining a security level of a user for accessing proactive maintenance;

communicating with a communications network and acquiring at least one of customer information associated with a copper line pair, service information associated with the copper line pair, and status information associated with a Digital Loop Carrier, the status information

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including engineering information relating to government regulations, and at least one of customer information, maintenance information, service information, and real-time process information;

storing the acquired information;

combining the stored information;

predicting the proactive maintenance based upon the combined information;

generating work order information describing the predicted proactive maintenance; and

storing all the generated work order information to provide historical work order information.

14. (Previously presented) A method for proactively maintaining a telephone system local loop according to claim 13, further comprising dispatching the work order information describing the predicted proactive maintenance;

wherein combining the stored information further includes weighting the stored information.

15-16. (Cancelled)

17. (Currently Amended) A system for predicting proactive maintenance of a telephone system local loop, the system comprising:

a Dynamic Network Analyzer module communicating with a communications network and acquiring Dynamic Network Analyzer information;

a Loop Facilities and Control System module communicating with the communications network and acquiring Loop Facilities and Control System information;

a Digital Loop Carrier module communicating with the communications network and acquiring Digital Loop Carrier information;

a database stored in memory, the database storing the acquired information, the acquired information including engineering information relating to government regulations, and at least one of customer information, maintenance information, service information, and real-time process information; and

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a processor capable of processing information stored in the database and of generating proactive maintenance, wherein the processor provides a common database of the proactive maintenance for a user to access and use, and updates the proactive maintenance in response to user information inputted by the user; and

an Administrative module communicating the communications network and defining security level of the user for accessing the proactive maintenance.

18. (Currently Amended) A computer-readable medium on which is encoded computer program code for proactively maintaining a telephone system, comprising:

computer program code for communicating with a communications network and acquiring status information associated with a Digital Loop Carrier, the status information including engineering information relating to government regulations, and at least one of customer information, maintenance information, service information, and real-time process information;

computer program code for predicting proactive maintenance based upon the status information;

computer program code for providing a common database of the proactive maintenance for a user;

computer program code for updating the proactive maintenance in response to new status information inputted by the user; and

computer program code for providing historical information of the proactive maintenance by storing all the proactive maintenance; and

computer program code for defining a security level of the user for accessing the proactive maintenance.

19. (Previously presented) A computer-readable medium according to claim 18, further comprising computer program code for combining the status information with information from a Dynamic Network Analyzer.

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20. (Previously presented) A computer-readable medium according to claim 18, further comprising computer program code for combining the status information with information from a Loop Facilities and Control System.

21. (Previously presented) The method of claim 1, wherein the engineering information includes at least one of:

- component or system durability test results;
- model shop equipment errors;
- CAD/CAM dimensions;
- CAD/CAM tolerances;
- component or system performance data; and
- material specifications.

22. (Previously presented) The method of claim 1, wherein the customer information includes at least one of:

- customer purchasing preferences;
- marketing data;
- customer product or process improvement suggestions;
- customer demographic data;
- customer order information; and
- customer profiles.

23. (Previously presented) The method of claim 1, wherein the maintenance information includes at least one of:

- component replacement history;
- system or process performance history;
- equipment repair history;
- process measurement data;
- statistical process control data;
- maintenance logs; and

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technician data.

24. (Previously presented) The method of claim 1, wherein the service information includes at least one of:

warranty information;

unique service tooling information;

limitations encountered during service repairs;

obstacles encountered during service repairs;

field conditions including at least one of:

temperature;

humidity;

dust; and

dirt;

availability of original equipment manufacture service parts; and

failure data.

25. (Previously presented) The method of claim 1, wherein the real-time process information includes at least one of:

equipment wear indicators;

gauge data;

process data including at least one of:

mold temperature data;

cleaning fluid turbidity data; and

machine speed data;

re-work information;

shift production data; and

line shut-down indicators.